

ABSTRACT

A method for providing communication services for the hearing-impaired includes establishing a communication link between a hearing-impaired party and a communication assistant. The communication assistant may also establish a voice link with a hearing party. The hearing-impaired party and the communication assistant may then communicate via text messages, such as instant messages. The hearing party may send a voice message to the communication assistant. The communication assistant may then convert the voice message into an instant message and transmit the instant message to the hearing-impaired party. The communication assistant may also convert instant messages received from the hearing-impaired party into voice messages for the hearing party.